Integrating Baldrige Criteria with ISO 9000:2000

Author: John H. Cable, R.A.

Director, Project Management Program, University of Maryland

DOCUMENT INDEX

	Page
Cover Page	
Chapter 1 Introduction	1-1
Paper Organization	1-2
Chapter 2 ISO 9000	2-1
Background	2-1
Benefits of ISO 9000	2-2
ISO 9000 Quality Management System	2-3
ISO 9000: 2000	2-4
Registration of Quality System	2-6
Preparation of an ISO 9000 Project Management Plan	2-7
Identification of Quality System Processes	2-7
Documentation of Processes	2-7
Implementation of Quality System	2-9
Third-Party Assessment	2-10
ISO 9000 as a Vehicl e for Continuous Improvement	2-11
Chapter 3 Malcolm Baldrige National Quality Award	3-1
Core Val ues and Concepts	3-2
Customer-Driven Quality	3-2
Leadership	3-2
Continuous Improvement and Learning	3-2
Valuing Employees	3-3
Fast Response	3-3
Design Quality and Prevention	3-3

Long-Range View of the Future	3-4
Management by Fact	3-4
Partnership Development	3-5
Public Responsibility and Citizenship	3-5
Results Focus	3-6
Award Criteria for Performance Excellence Framework	3-6
Leadership	3-6
Strategic Planning	3-6
Customer and Market Focus	3-7
Information and Analysis	3-7
Human Resource Focus	3-7
Process Management	3-7
Business Results	3-8
Chapter 4 Integration of ISO 9001:2000 & Malcolm Baldrige	
National Quality Award Criteria	4-1
Appendix A (not included)	1-0
Appendix B (not included)	1-0
FIGURES	1-0
Figure 2-1. U.S. Companies	2-3
Figure 2-2. ISO 9000: 2000 Quality Management Process Model	2-6
Figure 2-3. Documentation	2-8

This document used with permission from the author.